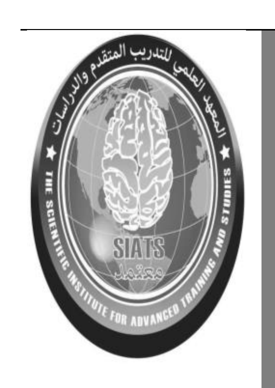


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# Efficient E-government services, constraints and problems of technical applications and software and the transition to smart government

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## ABSTRACT

That e-governance is the concept and structure of the system and the functions and activities of all activities and processes in e-business on the one hand the level of e-government and business on the other.
Because the government sector as a significant proportion of the total economic sectors in most countries of the world, and the fact that dealing with the public sector is not limited to the class and not others, but prevail all citizens and residents, institutions and others, and the fact that this multi-dealing in quality, methods and how it is done and models for different procedures and steps implemented and locations between the corridors of government departments, the concept of e-government came as an ideal way for the government to enable them to take care of the interests of the public from individuals and institutions electronically using cutting-edge technology without the need for the applicant to move between government departments.

**E-government** is a modern introduction of the government of using the World Wide Web and the Internet system in linking institutions to each other, and linking the various services private institutions and the general public, and the development of the information available to individuals in order to create a relationship specifications speed and accuracy designed to improve the quality of performance.



## Introduction

Scientific and technical developments in the era had to be institutions and centers of public and private information in various aspects of its activities and interests, to initiate the development of plans, and paint required for the development of information systems, policies, and communications are linked to networks of national information, and the world, and interest in the preparation and the creation of technical personnel, specialized in the field of information , and networks, and communication systems.

Researcher summarizes many of the e- government features and benefits and advantages in the following points .

**That The Application of E-Government System Provides Many Advantages Are as Follows:**

1- Performance of service speed: where it substituting Computer traditional manual system replaced, development occurred in the provision of service to the public where I said the time required to perform the service due to the flow of information and data from automated computer in connection with the required speed of service, and then be carried out at a time Set very short. This as well as the achievement of mail service is subject to the supervision easier and more accurate than those imposed on the employee in the performance of his works in the traditional management system.

2- Cost reduction: It is noted that the administrative performance of the business in the traditional way consumes very large amounts of papers and documents and stationery. This as well as the need to offer more than one employee in order to review it and sign what is useful and to allocate it to another employee. It is the whole that would service high performance costs, due to the high prices and the prices necessary for the performance of service materials.

3- Shortcut administrative procedures Do not doubt the traditional administrative work prevailing now characterized by a number of administrative complexities and



because it needs most often to the approval of more than an administrative body on the work required, this as well as features that cause the employee-based performance of the service, which may take a vacation or It does not exist in the place of work and then hang the performance of the service from day to day.

In order to eliminate these bureaucratic follow it through e-government can simplify these procedures, and completed quickly and easily save time, effort and expenses and so especially with regard to places of departments and the number of workers.

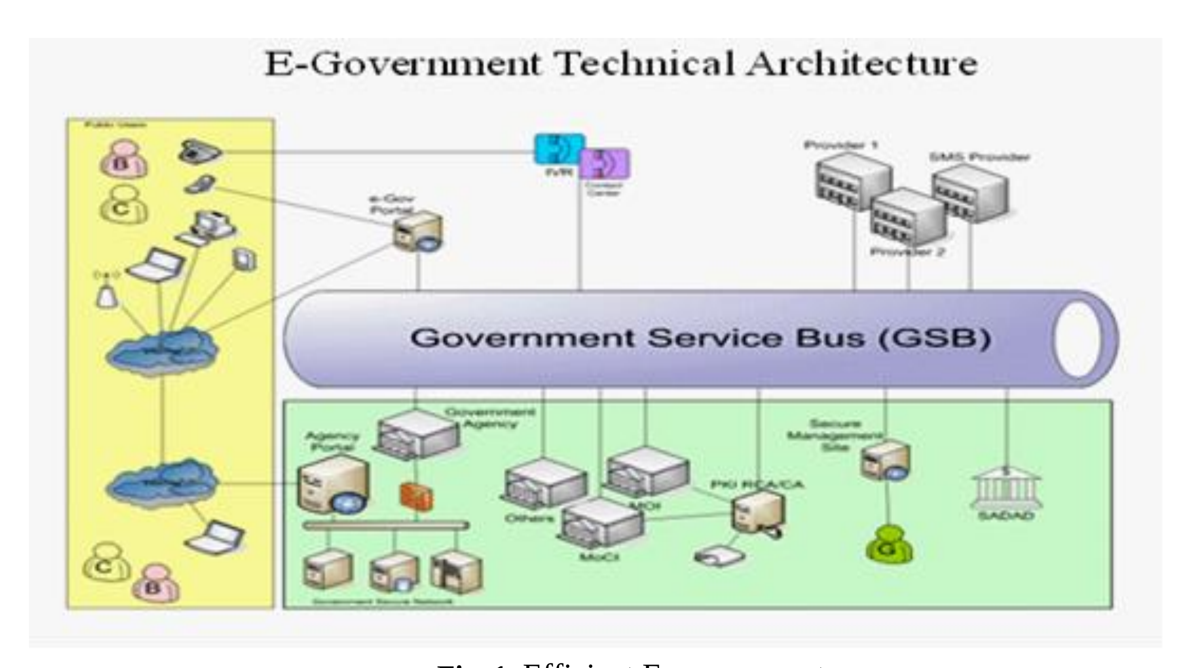



**Fig. 1**: Efficient E-government



**Standards and Rules Governing Own for The Production and Handling of Data and Adjust Circulated.**
**It is as follows**:

Technical requirements: It can be distributed into three main
categories:

An infrastructure communications and Internet access requirements, and that cannot be without them achieved any value at a broad level application, also includes the provision of service centers, provide for citizens who do not have computer for their equipment to take advantage of the facilities offered by e-government.

IT infrastructure requirements, namely those related to the existence of an effective and capable of data from sources to collect information, and ensure the quality of this data and processed in accordance with the purposes of use systems. Requirements related tools software, including the availability of human frameworks eligible capable of dealing with these tools efficiently and effectively, it can be used for a broad spectrum of tools and software applications in order to achieve e-government. For example, there are: the rules and data banks, data and systems stores data mining, archiving and records management systems, Internet applications, geographic information systems, decision support, and other systems.

Those government applications usually are broad scope and magnitude of the volume of information they deal with, and this often requires a suitable combination of several tools and techniques to achieve the desired results.

## Cultural Requirements

There is no doubt that the response of the citizens with renovations dictated by the transition to e-government will not be a direct, holiday of social behavior and tendency to resist change are the key factors must be taken into account, if we want to experience e-government to succeed, so it is appropriate that the focus is initially



on a simple, clear benefit applications and closely related to the daily lives of the people (which is what we find, for example, in the education and health sectors and transport), and so is associated with awareness and promote campaigns for citizens to deal with these applications, and the emphasis on the need for the interfaces of these applications by gravity and ease of use, and that is characterized by its content benefit and simplicity.

## Obstacles to The Application of E-Government

1- E-government application of the most important problems include information and communication technology in the postal sector deficit to meet customer requests on the phone, which are the most important channels of communication through online delivery.

2- The delay in completing the infrastructure for communications and variability from region to region, and building upon the great difference to bridge the digital worlds advanced countries in this field gap.

3- Limited deployment uses the Internet and that the proportion of users of this technology widespread globally is still weak.

## We Touched On a Number of Conclusions and Recommendations Which Researcher Deem Necessary.

1- That e-government is the result of multiple shifts had information and communications technology frontrunner in. They perform the same traditional functions of government but through a unified electronic pattern.

2- The multiplicity of objectives through the application of this endeavor, which focused on reducing the administrative complexities, and strengthen transparency, speed, and ease of transactions.

3- The application of this project requires the provision of basic infrastructure for carrying out of a series of requirements, such as providing communications network,

computer, Internet and the proliferation of specialized legislation in this area and the human element and other qualification.

4- One of the main obstacles to achieve in addition to the lack of infrastructure there is limited awareness of the work and awareness of the importance of this project and activation of knowledge management and failure to provide the necessary support prices on electronic gear and communications equipment and other.

Smart government is the electronic services digital means for us dispense with many things, including the excessive use of paper and time lost in follow-up transactions between departments is an excellent step in the evolution of government services in the state system and the speed of completion of transactions and customer convenience in first class, which he could accomplish his business through his Smart phone without the need to go to the place of the government department and wait

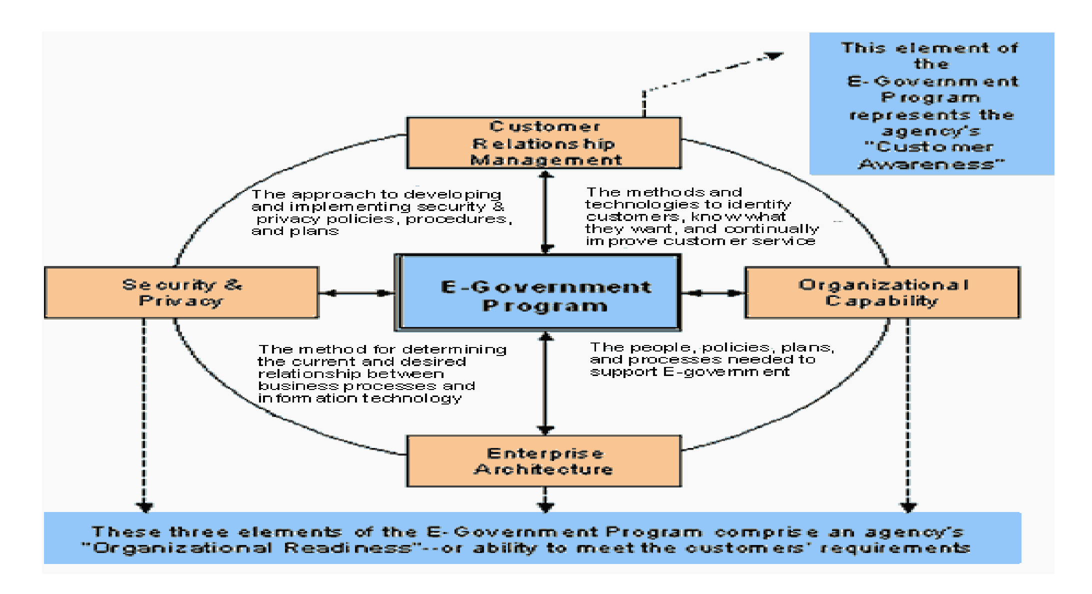



**Fig. 2**: smart government

## Stages of The Transition to Smart Government

Shift focus to smart government on the strategic use of the latest information and communication technologies, and on top of smart technology, to conduct a qualitative shift in the way they operate and accordingly government institutions, so as to achieve maximum user satisfaction, and effective cooperation with all relevant actors. This is done through the provision of means of communication seamless, interactive and intelligent work at any time and any place, across many devices.

## Types of Public Improvements Made Smart Government On E-Government

It is necessary to understand the improvements that characterize the smart government to determine the quality of the services that must be taken into account in the development of smart services.
Comes with four different types of improvements made smart government on traditional way in which government agencies in providing services:

• direct conversion of some of the e-government portal services: conversion of appropriate services between the existing services provided by the e-government portal to smart government services, which is a traditional electronic services are being provided on the smart platform.

• Clever new services are being provided to the public: a distinctive services may not be available in traditional e-government and made possible because of smart technologies. Examples of these services: payment of public transport and parking fees by using the mobile phone, in addition to the services that rely on geolocation.

• Services for field staff: means automating field force working; where are provided with government employees who work outside their offices (such as emergency and Inspection Services staff, and working to take care of patients at home) with a smart and techniques.



## Recommendations

1- The need for effective investment in information and communication technology and provide the necessary infrastructure to build strong pillars of electronic government and that requires a spread of the Internet, and provide sponsors of this technology and the development of legislation and rehabilitation of the human element to ensure the overall generated by digital uses technical issues within cyberspace outstanding.

2- The need to sensitize and mobilize the citizens of the benefits and advantages of these technologies and provide the necessary facilities for them in connection with the acquisition of the necessary hardware costs, as occurred in Malaysia, Singapore, and other countries.

## Conclusion

In order for the e-government turn into a smart government will be working on several technical points and work smart government services on mobile phones and how they are assembled and endorsement serve individuals. Smart government may be provided through a government application of a uniform and deliberate government to disseminate guidance and general guidance on how to develop your technology has and how to design and contents of the service and how to protect service insurance (security and confidentiality of information) and then leave it for devices and various ministries in order to do internally government to develop Smart their own. Develop guidelines especially smart applications and templates (Smart Government Apps Guidelines).

Most governments have developed this special launch of a government Internet sites instructions but so far those governments did not work on the same application-level smart note that the time of citizen interaction with mobile apparatus far beyond the time consumed by that citizen interacting with browsers on desktop devices.



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